

Office of Information Technology - University of California, Irvine

Faculty & Staff Customer Satisfaction Survey 2017

Strengths & Opportunities Summary

Group	Number of Respondents	Average Mean Score	Understanding My Needs & Requirements	Accessibilty (via phone, voicemail, email, etc.)	Resolving Problems Effectively	Providing Effective Online Documentation	Making Changes In A Direction That Meets My Needs
OIT Accounting & Kualii Financial Systems	274 ↑	3.73 ↑	Influential Strength	Strength	Influential Strength	Primary Opportunity	Primary Opportunity
OIT Admissions & Relations with Schools	64 ↑	3.85 ↓	Influential Strength	Strength	Strength	Strength	Primary Opportunity
OIT Classroom Technology Support	195 ↑	4.42 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Strength
Electronic Educational Environment (EEE)	395 ↓	4.09 ↓	Primary Opportunity	Strength	Influential Strength	Strength	Secondary Opportunity
OIT Exchange/Office 365	407 ↑	4.01 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
Facilities Management IT	101 ↓	3.98 ↓	Primary Opportunity	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
OIT Filesharing & Collaboration	152 ↑	4.01 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Secondary Opportunity
Financial Aid IT	47 ↑	4.2 ↑	Primary Opportunity	Strength	Influential Strength	Influential Strength	Influential Strength
Financial Services IT	63 ↑	4.18 ↑	Influential Strength	Influential Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
Graduate Division IT	75 ↑	4.11 ↓	Influential Strength	Strength	Influential Strength	Strength	Influential Strength
Human Resources IT	71 ↑	4.11 ↑	Influential Strength	Secondary Opportunity	Strength	Primary Opportunity	Primary Opportunity
Information Security	245 ↑	4.12 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Secondary Opportunity
Kualii Financial System Decision Support	144 ↑	3.79 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
OIT Network Operations	162 ↓	4.16 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
Office of Research IT	84 ↑	4.12 ↑	Influential Strength	Strength	Strength	Secondary Opportunity	Secondary Opportunity
OIT Payroll/Personnel Data Warehouse	78 ↑	3.89 ↓	Influential Strength	Secondary Opportunity	Influential Strength	Primary Opportunity	Secondary Opportunity
Registrar's Office IT	98 ↑	4.13 ↓	Influential Strength	Primary Opportunity	Influential Strength	Secondary Opportunity	Secondary Opportunity
OIT Research Computing Support	52 ↑	4.2 ↓	Influential Strength	Strength	Primary Opportunity	Strength	Influential Strength
OIT Service Desk	1,016 ↑	4.2 ↑	Influential Strength	Strength	Primary Opportunity	Strength	Primary Opportunity
OIT Servers & Backup	135 ↑	3.9 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Influential Strength
OIT Software Licensing	200 ↑	4.02 ↑	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
OIT Telephone & Voicemail	290 ↑	4.11 ↓	Influential Strength	Strength	Strength	Secondary Opportunity	Primary Opportunity
Transportation & Distribution Services IT	78 ↑	4.11 ↓	Influential Strength	Strength	Primary Opportunity	Strength	Primary Opportunity
UCI Gmail	486 ↓	4.31 ↑	Influential Strength	Strength	Influential Strength	Primary Opportunity	Secondary Opportunity
UCI Identity & Access Management	163 ↓	4.07 ↓	Influential Strength	Influential Strength	Influential Strength	Primary Opportunity	Primary Opportunity
OIT Webmail/IMAP	185 ↑	4.11 ↑	Primary Opportunity	Strength	Secondary Opportunity	Strength	Secondary Opportunity
ZotPortal	257 ↑	4.02 ↔	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity

Scale (1 Lo - 5 Hi) – Below 3.0 - Low | 3.0 - 3.59 - Marginal | 3.6 - 4.29 - Good | 4.3 & Above - Excellent

Strengths & Opportunities are defined by statistical analysis to identify drivers of overall satisfaction.

Influential Strength	High Scores, Important to Clients	Primary Opportunity	Lower Scores, Important to Clients
Strength	High Scores, Less Important	Secondary Opportunity	Lower Scores, Less Important